

DOA Administrative Letter No. 03-6

To: AAA Directors

Subject: Area Plan Update

Date: March 31, 2003

This memo provides guidance on updating your region's four-year Area Plan that covers the planning cycle of July 1, 2000 through June 30, 2004. **We are generally requiring only minimum updates in this last year of your current four-year plan.**

Below is a brief review of what is expected and the time-frames for meeting these expectations. Please contact Dennis Streets if you have any questions. Please send required information to **Mark Hensley** as he will serve as the point person to oversee its collection. The due dates for the requested material are consistent with the previously released schedule. We appreciate your cooperation.

Area Plan Exhibits That Must Be Updated

The following exhibits must be updated as explained below:

1. Exhibit 17, the AAA's Provider Monitoring Plan:

Exhibit 17, the AAA schedule for monitoring local service providers, covers the four-year period from FY 2000/2001 through 2003/2004. Guidance for the development of Exhibit 17 may be found in the Division's instructions on completing this Exhibit, Section 308 of the AAA Policy Manual, Administrative Letters No. 98-6 and 98-18, and the AAA's own written procedures on assessing community service providers. **Please take note that because the Division considers Exhibit 17 to be the overall monitoring plan for all subcontracted services by the AAA, contractors under the Family Caregiver Support Program should be included in Exhibit 17 along with other HCCBG and non-HCCBG contractors** (see page 2 for further discussion of this.)

If you have changes to make in the monitoring schedule, the revised Provider Monitoring Plan is due by August 15. Please send it to the attention of Mark Hensley. Contact Phyllis Stewart if you have questions about the schedule itself. We encourage efforts to maintain an up-to-date schedule both because it is an effective tool for AAAs to use in assuring a complete work plan for monitoring local providers and because the Division will use it as an important reference in our monitoring of AAAs.

2. Exhibits 3 (Record of Providers) and 5 (Estimate of FCSP Funds by Service Category) of the Family Caregiver Support Program Amendments:

As you know, the Division of Aging required AAAs to complete a plan for administering the Family Caregiver Support Program (FCSP) that started in January 2001. This FCSP plan has become a part of the AAA's overall Area Plan. **Exhibits 2 and 4a-e of the FCSP work plan should be amended to reflect activities planned for the third year of the program.** These amendments should address

any changes in the outcomes, action steps, or affected counties and should reflect any recommendations for improvement previously identified by the Division.

The amendments must also include updating Exhibits 3 and 5, as they provide the Division with necessary information for program and fiscal monitoring and reporting. **In addition, FCSP provider agencies should also be listed in the Provider Monitoring Plan (Exhibit 17). FCSP providers should be monitored annually for compliance with the FCSP policies and terms of their contract similar to other non-HCCBG services listed in Section 308.2B of the AAA Policies and Procedures Manual.** Please return the updated exhibits and other changes to the FCSP work plan to Mark Hensley by **June 16 (except Exhibit 17, which is due August 15)**. Contact Chris Urso if you have questions about these FCSP requirements. While AAAs are not required to submit a revised Exhibit 1 (Inventory of Resources), the Division continues to strongly encourage that AAAs update this as new resources for caregivers are discovered or developed within the region. It can be used by your region as a useful tool for planning and information and assistance purposes.

Area Plan Review by Regional Advisory Council

The current Area Plan continues to be subject to an annual review by your Regional Advisory Council, as stipulated in the Area Plan Assurances and the Older Americans Act Section 306 (a)(6)(D). The specific requirements for this review are as follows:

1. The Regional Advisory Council (RAC) is required to review the progress made in accomplishing expectations outlined in the Area Plan and to advise the Area Agency about the upcoming year's activities. A summary of this RAC review should be forwarded to Mark Hensley by **August 15**. This summary can be in the form of a letter or a formal report, but must be signed by the RAC Chairperson and should indicate the date of the review and the RAC's overall assessment and recommendations.
2. This review should include a discussion of **Exhibit 2 (Service Needs & Gaps)**. Any changes to this exhibit should be forwarded to Mark Hensley also by **August 15**, as an amendment. While Area Agencies on Aging are not required to submit an updated version of this exhibit annually, we encourage you to do so based on your work with each county planning committee. We use this information as one source to assess and report the relative need for services.

Provision of Direct Service

Area Agencies may directly provide information and assistance services and outreach without a waiver, as stipulated in the 2000 amendments to the Older Americans Act. Otherwise, as is covered in your existing Area Plan instructions, any Area Agencies who plan to provide services directly must do so in accordance with the requirements specified in the Older Americans Act and Title III regulations. The requirements for a direct service waiver also continue to apply to the Family Caregiver Support Program under conditions stipulated in DOA Administrative Letter No. 01-4. **If an Area Agency plans on providing services directly, it must submit a written request and justification to the Division of Aging, using the attached form, entitled "Direct Service Provision Waiver." The form must be completed and sent to Mark Hensley at the Division no later than June 16.** Upon receipt of the request, a review will be conducted and the Division Director will complete the form, either noting approval

or disapproval of the request. Area Agencies approved to provide services directly are to place a copy of the completed form, with supporting documentation, within their Area Plan. If the AAA is unsure about whether a waiver is needed, please contact Mark Hensley.

Other Amendments

Other changes to the Area Plan should be submitted to Mark Hensley by **June 16**. In addition, each Area Agency should make changes to the Area Plan, including the section on the Family Caregiver Support Program, *as necessary during the course of the year*. All changes to the Area Plan exhibits should be filed as part of the Area Plan, and they should be sent to Mark Hensley at the Division as they are made.

Important Areas to Consider

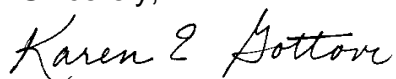
As you continue planning and implementation of your Area Plan, we encourage you to consider the importance of the following areas of emphasis from the Older Americans Act, our State's *2003-2007 Aging Services Plan*, and our state's evolving aging services system:

- Reaching "older individuals residing in rural areas."
- Outreach to "older individuals with limited English-speaking ability."
- Priority for older persons providing care and support to persons with mental retardation and related developmental disabilities, especially under the Family Caregiver Support Program.
- Reform of the long-term care system, in keeping with the recommendations of the Institute of Medicine Long Term Care Plan for North Carolina. The Division is placing a special emphasis on the importance of local planning for long-term care reform.
- Collaboration with other service systems (e.g., outreach and collaboration with area mental health programs; and collaboration with public health to address health disparities among seniors and to help meet relevant NC Health Objectives for the Year 2010 [see <http://www.healthycarolinians.org/healthobj2010.htm>]).
- Access to prescription assistance/medication management assistance services for seniors, including effective linkage of the NC Senior Care Program and Title III-D under the Older Americans Act.
- Development of a statewide, comprehensive, professionally administered, and computerized system for Information and Assistance that assists seniors and their caregivers in locating and accessing needed services.
- Education of seniors and baby boomers about long-term care and financing options.
- Education of seniors and their families about consumer fraud and other deceptive practices that particularly target this segment of the population.
- Promotion of "senior-friendly communities" as described in the *2003-2007 State Plan*.

Reminders

June 16, 2003	<ul style="list-style-type: none">• Requests for Direct Service Provision Waivers• FCSP Exhibits 3 and 5 and any other changes to FCSP work plan are due.• Updates and other changes to the Area Plan on Aging, unless otherwise indicated.
August 15, 2003	<ul style="list-style-type: none">• Revised Provider Monitoring Plan (Exhibit 17) is due.• RAC review should have been conducted, including review of Exhibit 2 (Service Needs & Gaps), with signed summary of the RAC review.

Sincerely,



Karen E. Gottovi, Director
Division of Aging

KEG:ds

Attachment (Direct Service Provision Waiver)